

Complaint Tracking for CA (05/01/2005-05/31/2005). Total Customer Contacts: 16

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/02/05	A customer called to complain that the agent did not follow instructions to inform the caller if the number dialed was toll free. The caller says the agent was asked three times. Apologized to customer for inconvenience. Told customer to call back to customer service if charges were accrued for the call. No follow-up requested.	05/02/05	The ID number identified within the concern is not assigned to any Sprint CA. The customer does not wish follow up therefore information allowing for further investigation is unavailable. California is a multi-vendor state, it is possible that the call was through a different vendor call center.
05/09/05	A VCO customer called to complain that not only did her VCO branding fall off, but when she was told it was reinstated three weeks ago, it apparently never was. She is still waiting for branding to take effect. Apologized for inconvenience. Re-branded number VCO. Follow-up requested.	05/09/05	Provided customer with the Direct VCO number. Advised customer to set-up 711 Choice with Sprint Customer Service as VCO is already branded in the Sprint Database when using Sprint-CRS. Unable to provide support to customer to check with other vendor's system (MCI and Nordia) if customer's phone number is VCO branded in their DB system. Customer is happy with the Sprint-CRS Relay Services.
05/09/05	Caller unable to dial to 310-474-8330. When operator dials number, there is silence for about 15-20 seconds then line disconnects. C.S. Response: Apologized to customer and opened TT I002544202. Follow up required to insure problem resolution.	05/09/05	Technical Issues resolved and called customer to inform with results.
05/11/05	Customer unable to dial 800 number thru Relay but can complete call directly dialed attempts via Relay made for past 2 weeks recording heard "all circuits busy try your call again" (apologized for problem encountered advised complaint and trouble ticket would be entered) TT. I002549559 Customer requests contact.	05/19/05	Technical issues resolved. Called customer and apologized for any inconvenience. Customer's satisfied with the results.
05/23/05	Caller said agent did not respond when asked to dial a number for several seconds-- caller said they asked several times before agent responded. C.S. Response: Apologized for problem. No follow-up required on this issue.	05/27/05	No such agent listed. No follow up with agent possible.
05/24/05	CA did not follow instructions to not type out ans. machine. CA did not respond to 'GA'. The CA states the VCO user gave the instructions to not type out the ans. mach. after she said 'GA'. The CA admitted to the VCO user she misunderstood the customer. notes and apologized. I apologized to the VCO user for the inconvenience and offered to get another CA.	05/26/05	Met with CA and coached her on following customer instructions on not typing recording. After receiving the next number to dial and "GA" CA dialed the number but VCO continued to give instructions after voicing the GA which CA could not hear.

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05/24/05	A Speech-to-Speech customer called in on the Voice line (not S2S line) and when connecting with this CA customer states that the greeting was only voiced to them one time and this CA did not give them a chance to speak before switching the line over to TTY. RCS apologized to this customer. No follow up requested.	05/24/05	Agent ID number 2814 not currently assigned to anyone.
05/24/05	HCO customer complains that the agent did not follow HCO procedures, saying the HCO button was not working. Apologized for inconvenience. Tried to open trouble ticket but system was not working. Will add TT# when available. No follow-up requested.	05/24/05	Emailed to customer. Seems customer wants to type AND also HEAR what the agent says (listen to the agent speak what she is typing). I told her that is usually beyond our capabilities (and also is not part of the contract requirements). She will continue to try to use this feature.
05/25/05	A California TTY user called to complain that the agent told her that her husband was on the line however it was not her husband. Caller states that this conversation was private and has caused an embarrassing situation that she says could cost her husband his job. Apologized for the problem. Customer does wish a follow up from Account Manager	05/25/05	Called customer. Apologized for the problem. Agent was coached.
05/25/05	CA VCO user gets fast busy when trying to call a medical facility through CRS, but when same number is dialed direct it works fine. Customer states problem occurs with any agent specifically to the same number. Apologized, explained I will let the technicians know to look into the issue. Entered TT 2578382. Customer does want contact with resolution.	05/25/05	Customer trying to contact Paetec Comm., 800 834-1092, via relay unable to connect. Troy from CS and Jun from ITS opened a ticket with the Carrier to resolve the issue. Both Jun and Troy talked to Technicians for Paetec and have found that this carrier, Paetec, will not accept calls with information digits of 60, or Relay calls. Their Technicians have stated that they are unable to make changes in their system that will allow Relay calls to be accepted. Called customer (Madeline) and instructed her to contact Paetec about modifying their system to accept relay calls.
05/26/05	A CA TTY customer called to say that when he instructed the agent to leave a message and typed the message he got no response if the message was left or not. RCS: Apologized for the handling of the call. No contact requested	05/27/05	Talked with agent and she said that the customer was very impatient and harassed her. TTY customer kept typing rude comments and did not type "GA" so every time the agent typed something to the TTY they interrupted by typing comments followed by lines of !!! and QQ across the screen. Agent said she informed the TTY that the message was left and the customer replied "U R a stupid woman and you should stop picking your nose" and then disconnected.

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05/27/05	CA STS customer called to say while customer was on a call with agent 4776F Customer could not hear the call. Customer believes there is something wrong with the agents equipment. The time of the call was 1:05 PM. Customer Service apologized to the customer. Customer would like follow up from the supervisor concerning this issue.		Gain settings on the TLC3 were set incorrectly resulting in loss of gain on agent phone. Corrected switch settings and successfully completed test calls
05/27/05	CA Speech-to-Speech user complains she is unable to hear her callers well through CRS with 4516 F. CA had turned up volume, RCS had turned up volume, but she still could not hear. Apologized, explaining I will have the technicians look into the problem. Suggested she may want to check her equipment with manufacturer. Entered TT 2853873 Customer does want contact with resolution.	05/27/05	Trouble Ticket entered but re-submitted under different number. Will check for new number. Seems STS customer also needs amplified phone as may be hard of hearing. Unable to communicate with customer after 3 attempts.
05/28/05	A CA Voice customer called to say that when she as for a supervisor the agent pretended to be the supervisor. RCS: Apologized for the handling of the call No contact requested.	05/28/05	This situation was discussed with the agent and appropriate measures were taken.
*5/9/2005	Accuracy of Captions; Captioning Speed; Disconnection-Reconnection during calls	5/9/2005	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Explained to customer why disconnect/reconnect might be occurring. Shared tips to reduce their occurrence.
*5/31/2005	Disconnection-Reconnection during calls; Echo sounds	5/9/2005	Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Provided software update to address echo sounds.

* signifies CapTel Customer Contact